



EXPLAINING THE CONNECTING HILLSBORO ADDRESS PROJECT

Helpful Answers to Frequently Asked Questions

Q: Can you tell me more about why the City of Hillsboro is changing my street name and/or my address?

A: This is the question we hear most often. Most properties in the City of Hillsboro have an address based off of the City grid, which originates at 1st Avenue and Main Street in Downtown Hillsboro. The Hillsboro Vision 2020 Action and Action Plan calls for strengthening the identity of the community through several strategies, including the development of a common Hillsboro-based address for every home and business within the boundary of the City. Additionally, emergency responders have cited potential confusion and delays caused by County-based streets addresses mixed with City-based street addresses.

Q: Why does the City of Hillsboro use its own address grid, instead of the County/Portland grid?

A: In the 1980s, City leaders determined Hillsboro's distance from Portland made it logical to continue implementing the City of Hillsboro grid. Today, City policy recognizes that the continued implementation of the City grid would be less impactful on current and future residents. Currently, approximately 44,000 homes and businesses have addresses based on the City of Hillsboro grid, and 11,000 homes and businesses have addresses based on the County grid.

Q: The City of Hillsboro Fire and Police departments know my neighborhood and have responded quickly to an emergency at my home or business. How does this change help them?

A: In emergency situations, any delay – even if it is only seconds – can greatly impact the ability of City of Hillsboro Fire and Police departments to respond. Emergency responders have reported that some street names are too similar, some numbered streets are out of sequence, and some houses with numbers out of sequence are on the same street. Each of these situations create an impediment to rapid service. In responding to large-scale emergencies, outside agencies, such as the Washington County Sheriff's Office or Tualatin Valley Fire & Rescue, will also respond, and may not be as familiar with street name or address irregularities.

Q: When would emergency service providers begin to use the new addresses?

A: Upon the effective date of the new address, 911 call takers would see the new address for calls made from a landline. For affected parties using VoIP, e.g. Vonage, you would need to contact your service provider to update your address with them. Please note that 911 dispatch will be able to locate both your old and new address within its 911 map during the transition period of 1-2 years after your new address becomes effective. Nonetheless, for consistency you are encouraged to adopt your new address shortly after the effective date, and to report your new address when calling 911.

Q: Will my apartment number or suite number change?

A: Apartment numbers and suite numbers are assigned by the property owner in coordination with the City's Address Coordinator. They will not change unless the property owner chooses to change them.

Q: How are street name changes determined?

A: Generally, north-south streets that are numbered, such as NW 215th Avenue, will be changed to a number that aligns with its distance from 1st Avenue in Downtown Hillsboro. East-west named streets, such as NW Evergreen Parkway, will retain their names, however, the address numbers for houses or businesses will switch from the County address to a City of Hillsboro address. In a few instances, streets will be renamed in anticipation of future road connections and/or realignments.

Q: How will the City of Hillsboro help my neighborhood with the transition?

A: To help with the transition, City of Hillsboro employees will install and maintain dual street signs – with both the old and new street names – for at least one year in residential areas, and two years in commercial or industrial areas. During this transition period, both the old and new addresses will be recognized as valid. The City will also send notification to franchise utility providers, as well as documentation of the effective date of the new address.

Q: What should I do as a resident or business owner to make this transition easier for me?

A: We recommend beginning to use the new address shortly after the effective date that will be specified in a future letter. After this, we recommend using up any remaining letterhead, return labels, business cards, or other items during the one- or two-year transition period, and ordering new supplies with the new address. Finally, if your house or building number changes, you will need to install the new numbers before the end of the transition period. If you run into any challenges in using the new address, please call City Planning staff at 503-681-6153 so that we may assist you.

Q: What will happen with my apartment/condominium's unique private street signs?

A: The apartment manager or condominium homeowner's association is responsible for maintaining street signs on private streets; therefore they would need to replace the existing signs with signs that show the new street name. The City will install new street signs for private streets where they intersect with public streets, e.g. when NW Overlook Dr intersects NW John Olsen Ave or when NW Venetian Dr intersects with NW Evergreen Pkwy.

Q: Why is the City moving forward with this now?

A: The City of Hillsboro's population is projected to increase by 2035 to 116,000 residents, and employment is projected to grow to 103,000. Taking action now, rather than deferring it to the future, will help to ensure that fewer residents and businesses are impacted by the change.

Q: If approved, how soon would new street signs go up and new addresses be issued?

A: Should the Council approve the change, City and other public agency staff anticipate that the new street names and addresses would be rolled out incrementally, beginning no earlier than fall 2017.

Q: If I am not able to attend the Open House, how can I stay informed about the progress of this project?

A: City of Hillsboro staff will work to keep you informed during the project by sending out notifications to property owners and residents along streets with names and/or addresses proposed to be changed. A public notice will be sent out to property owners approximately three weeks ahead of the public hearing in front of the City Council, when the Council will make a decision on the street name and address changes. Afterward, the City Address Coordinator will send out a notice that identifies old and new addresses, as well as the effective date of the change, and the date the transition will be completed. If you wish to be on the email notification list, please contact John Boren in the Hillsboro Planning Department by emailing john.boren@hillsboro-oregon.gov or calling 503-681-5292. Additionally, you may track the progress of the project on the City's website at the following address: <http://www.hillsboro-oregon.gov/index.aspx?page=721>.